

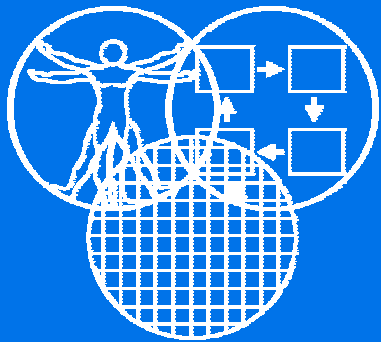


**California Department
of Pesticide Regulation**

Virtual Service Delivery Environment

**Quick Returns
Version 2**

March 27, 2001



NewPoint Group
Management Consultants

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Department-Wide^(a)



People

1. Encourage project managers and team members to attend approved project management training
2. Encourage personnel who are responsible for writing key process documents (e.g., policy letters, evaluation reports, risk assessments, enforcement letters) to attend writing class in order to improve the clarity of these documents and to ensure the DPR's best possible presence on the Internet
3. Provide a mechanism that allows all DPR responses to U.S. EPA grant proposals to be coordinated effectively by a single individual and to ensure that DPR responses are completed in a timely fashion
4. Include in the materials and presentations to new staff during orientation and introduction descriptions of all DPR business units and processes (e.g., goals, functions, stakeholders, staffing)



Process

5. Reconstitute (i.e., develop a new charter) and reconvene the DPR computer work group
6. Purge unnecessary records (e.g., closed assignments) maintained on the executive assignment database
7. Require all employees respond to any voice or electronic mail within a reasonable period of time (e.g., two to three hours). In those instances when an employee is not available (e.g., at training or on vacation), require all employees to state in their voice mail, or provide in an automatic e-mail response, that they will be unavailable to respond until a certain date and to provide an alternative person to contact.
8. Designate a subject matter expert (SME) for each budget change proposal (BCP), ensure that the SME attends formal discussions of the BCP with the Director's Office, and ensure that control agency questions and DPR responses are reviewed by the SME to ensure proper explanation of scope and justification for the request
9. Respond to comments from stakeholders on rulemaking with more clarity. Some stakeholders suggest that the DPR does not always respond clearly to comments.
10. Share new DPR policies with DPR regional offices and CACs prior to releasing them to other stakeholders

(a) Light gray font indicates quick returns presented in a prior deliverable. Solid black text indicates new quick returns.

Department-Wide



Technology

11. Purchase and install website search, development, and management tools
12. Modify the "Download Forms" link on DPR home page so that it links to a page from which an end-user can download forms
13. Place a current version of the DPR organization chart on the website (currently, 18 month-old chart is now displayed)
14. Keep the directory used by the DPR website "People Locator" up-to-date – not all current employees are included in directory
15. Post job announcements on the CalEPA and DPR Intranet websites. End-users that now receive e-mails of job announcements (via COM links) cannot easily view the announcements on a monitor, cannot search the announcement by keyword, and cannot view or search all open announcements. The DPR is the only CalEPA department/board that does not provide Intranet access to employment information from the CalEPA website (epanet.calepa.ca.gov/Employment).
16. Place on DPR's home page links to: (1) "How do I register my product," and (2) "How do I renew my PCA license?" On the resulting page, provide a clear link to the appropriate pages with directions, instructions, and forms.

Pesticide Registration



People

1. Encourage appropriate staff to attend classes to further employee and career development



Process

2. Use registration branch mailing label database as the principle contact information for mill assessment process
3. Screen all submissions at intake to determine that the application and data studies are complete before sending them to any evaluation station. Any incomplete submission should be returned to the registrant describing why the submittal is incomplete.
4. Evaluate the need for a Department policy statement for prioritizing submission reviews
5. Return to registrant, rather than forward to the next evaluation work station, any submission known to have deficiencies (e.g., substandard acute toxicology studies)
6. Develop and post on the DPR's website statistics that show the number of incomplete applications returned to registrants
7. Eliminate the capture and coding of a product's special application instructions into the product label database. This text is out of context from the full product label, and, according to DPR experts, is rarely used by anyone.
8. Provide the coded product label to the registrant, via email or Intranet link, and ask the registrant to validate it.
9. Add on the "Receipt Letter" a simple request for the U.S. EPA-assigned master record identification number (MRID) for any submitted data study that did not have this identifier on it.
10. Print the MRID on key reports generated from the pesticide index database that are provided to end-users (such as those provided in response to a public records act request). Doing so provides the requestor an easier cross-reference to U.S. EPA records for the same study.
11. Add the following to the letter now provided to registrants upon receipt of data studies: (1) all fields populated by DPR in the pesticide index database, and (2) language requesting the registrant to validate the values entered by DPR for each of these fields.
12. Provide acknowledgement to registrants for any item submitted, not just data studies. This notice could be a simple e-mail.

Pesticide Registration



Technology

13. Provide Internet access and search capabilities to evaluation reports and risk assessments
14. Place the title of each *Notices of Proposed and Final Decision* next to the reference number now shown on the website, and provide keyword search capability to these notices
15. Place the title of each posted *Materials Entering Evaluation Process* next to the reference number now shown on the website, and provide keyword search capability to these notices
16. Post the schedule and locations of research authorizations on DPR's Intranet, allowing local enforcement staff to determine where these research activities are taking place

Licensing and Certification



People

1. Limit non-renewal activities (testing, vacation, training) of key licensing staff during the annual renewal period
2. Use administrative staff for batched key entry activities (e.g., entering credit card information)
3. Assign responsibility and accountability for monitoring and reordering important licensing and certification supplies to a single individual



Process

4. Reconvene Agricultural Pest Control Advisory Committee
5. Evaluate whether to change priority for accrediting continuing education courses from first-in/first-out to earliest date of course
6. Require CACs to provide electronic listings of certified private applicators
7. Promptly reassign time sensitive work-in-process (e.g., reviewing an application, scheduling an applicant for an exam, or responding to an urgent stakeholder inquiry) to an available staff member when a staff member is absent



Technology

8. Inform stakeholders how an Internet browser can be used to search by keyword(s) the licensees and continuing education course/meeting listing posted by the DPR
9. Place report headers on every page of any PDF report provided on the Internet
10. Add a field to the licensing and certification core database that allows an end-user to distinguish new applicants from those retaking examinations, eliminating confusion as to fees owed

Permitting and Enforcement



People

1. Encourage regional office training staff to attend “train the trainer” class
2. Consider occasional in-person, one-on-one meetings between CACs and the DPR directorate (e.g., every two years)



Process

3. Include effectiveness measures (e.g., actual output divided by planned output) in the CAC workplan and effectiveness evaluation process
4. Reduce the time to forward completed results of EPA special requests to EPA (may take several months from completion of actual inspection at an RO)
5. Allow impacted DPR branches to review new policy or enforcement letters prior to their release
6. Immediately notify any DPR staff that needs to know, as well as any impacted registrant, that an enforcement letter was issued that may affect a registrant's product
7. Perform regular, post-case debriefings with CACs and DPR staff to understand and capture lessons learned from incidents
8. Require new regional office (RO) staff to conduct a one-week introductory visit with each CAC in their region. Prior to the visit, staff should identify county issues and objectives (e.g., by reviewing negotiated work plans and effectiveness evaluations). During the weeklong visit, RO staff should confer with the CAC and staff, and tour the county to associate actual field conditions with county issues and objectives.
9. Clearly cite authorities in enforcement letters

Permitting and Enforcement



Technology

11. Utilize online conferencing capability to reduce travel cost for field staff (e.g., test the free web conferencing service at webex.com)
12. Provide Internet access and keyword searching of CAC policy letters
13. Provide Internet access to more recent versions of the Pesticide Illness Surveillance Program database (Worker Health and Safety Branch)
14. Evaluate feasibility of allowing field personnel to email electronic copy of lab data sheet to CDFA laboratory
15. Post on DPR's website the agenda, topics (e.g., training module), and upcoming schedule of all CAC training to allow CAC students an opportunity to review training materials prior to the actual training
16. On the *Summary of Pesticide Use Report Indexed by Commodity* (both statewide and county), place the name of the commodity at the top of each page that lists the active ingredients applied on that commodity
17. On the *Summary of Pesticide Use Report Indexed by Chemical* (both statewide and county), place the name of the chemical at the top of each page that lists the commodity on which that chemical was applied

Pesticide Use Report



People

1. Assign hard copy data entry and error correction to administrative staff (or student interns), where feasible, to relieve professional staff from these tasks



Process

2. Establish an external PUR work group to begin addressing issues and recommending improvements, and designate a DPR employee as lead for this work group
3. Evaluate and, where feasible, encourage CACs to submit each month electronic PUR files via e-mail (rather than floppy disks)
4. Discontinue collecting data from counties for the "D" records (number of applications for an operator). The data are not loaded by DPR to the PUR database and are not being used by anyone (there is no pesticide use data associated with these records).



Technology

5. Provide Internet access to current product label file extracts for CACs
6. Provide Internet access to a PDF version of the May 2000 pesticide use report overview
7. Appropriately place the 1998 and 1999 Pesticide Use Report Summary on the "Pesticide Use Reporting" website page. Currently, only the 1993 through 1997 summary reports are available on this page.
8. Provide monthly (or more frequently) the product label database updates to counties (now provided quarterly). Also, the DPR should provide the product label database extract on DPR's website for downloading by counties.
9. Provide link from the DPR's website to the Pesticide Action Network (PAN)

Mill Assessment



People

1. Identify new Information Technology Branch staff and/or resources to continue with mill assessment database revisions



Process

2. Evaluate and implement, if feasible, automatically generating and e-mailing the company either a reminder or a stronger audit notice or threat of an audit if a company returns the quarterly sales report without sales figures identified (i.e., leave a sales field blank). This would be automatically done, with no need (or minimal need) for staff time.
3. Consider legal ramifications of placing on DPR's website each quarter a listing of every manufacturer/dealer/broker and whether they reported sales of a specific product (not the actual sales, but rather an indicator that they reported any sales or not). This would allow competitors to self-regulate compliance with registration and mill assessment laws -- they'd probably know if a competitor is selling a product or not. If a competitor shows no sales reported, it could indicate that: (1) the product is not properly registered in CA, (2) the competitor is not paying the mill assessment, or (3) the competitor did not sell the product that quarter
4. Improve instructions provided to manufacturers (e.g., require a \$0 to be written in rather than leaving the field blank)
5. Confirm with mill assessment payee any blank entries (\$0 sales) on mill assessment forms
6. Evaluate shift to a biannual mill assessment from a quarterly mill assessment to gain operational efficiencies
7. Determine who owns the mill process



Technology

8. Establish a plan to determine how to achieve one, and only one database for registrant, dealer, and broker contact information
9. Evaluate and implement, if feasible, streamlining the quarterly determination of addresses for businesses being sent the quarterly mill assessment reporting form
10. Provide Internet access to the current list of mill assessment questions and answers
11. Post the current list of mill assessment questions and answers on the website